How to Communicate with Support

The Active Listener…

✓ Gives the speaker the floor.
✓ Looks interested…
  Good eye contact
  Stops to listen
  Indicates understanding...“Uh-huh”

✓ Asks CLARIFYING QUESTIONS…
  “Do you mean...?”
  “Can you tell me about...?”

✓ Reflects FEELINGS…
  “It sounds as though you feel...”
  “Wow! It sounds like that makes...”
  “It looks to me like you are.....?”

✓ Paraphrases…
  “I hear you saying...”  “So, in other words...”
  “It seems...is that right?”

The Active Listener Does NOT...

*Interrupt*  *Argue*
*Give unwanted advice*
*Discount what’s being said*  *Engage in another activity*
*Criticize*  *Make judgments*  *Space out*
*Talk about him/herself*

Using “I” Messages

Be brief.
Be clear.
Be specific.

#1 Describe the behavior you are concerned about--
“When we...”

#2 Make your I-statement--
“I feel disappointed...”

#3 State the consequences or results--
“...because...”

*Not like this*--
“When you don’t listen to me. I feel angry, because you never pay attention to what I am saying.

*Like this*--
“When you don’t listen to me. I feel angry, because I miss the change to get your advice about my worries and problems.